

# Notice of Allowability

## Application No.

09/822,592

## Examiner

JOHNNA R. LOFTIS

## Applicant(s)

ATEFI ET AL.

## Art Unit

3623

### - The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERIT IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to interview, 5/21/08.
2. ☒ The allowed claim(s) is/are 1-9, 14-18, 21-23.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a) ☐ All b) ☐ Some\* c) ☐ None of the:  
1. ☐ Certified copies of the priority documents have been received.  
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

### THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.  
(a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached  
1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.  
(b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.  
**Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).**
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

## Attachment(s)

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08),  
Paper No./Mail Date \_\_\_\_\_
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☒ Interview Summary (PTO-413),  
Paper No./Mail Date \_\_\_\_\_
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other \_\_\_\_\_.

/Romain Jeanty/  
Primary Examiner, Art Unit 3623

### EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Karuna Ojanen on May 21, 2008.

The application has been amended as follows:

The following listing of claims will replace all prior versions, and listings, of claims in the application:

**Comment (U1):** This listing of claims will replace all prior versions, and listings, of claims in the application.

1. (Currently Amended) A computerized method for evaluating the satisfaction and value of information technology services as perceived by an external customer using information technology services provided by an information technology organization, the method comprising the steps of:

connecting the external customer to a collection of databases, the collection of databases comprising an engagement model database, an engagement family database, and an engagement template database;

retrieving a first engagement template from the engagement template database;

presenting a plurality of user interfaces of the first engagement template to the external customer whereby the external customer ~~can~~ provides input data on a plurality of information technology service attributes,

the information technology service attributes comprising:

understanding the external customer and a purpose and objective of the information technology service to the external customer;

an extent to which the information technology organization providing the services and the external customer function as a team;

a consistency with which the information technology organization executes and delivers the services to the external customer;

an extent to which the information technology organization manages and improves and supports the information technology services delivered to the external customer;

a degree to which the delivery of the information technology services are measured and satisfy the external customer's expectations;

presenting additional user interfaces having a focus area of the service attribute, a set of descriptions of the service attribute, a set of considerations of the service attribute, and an example of the service attribute;

retrieving a second engagement template from the engagement template database;

presenting a plurality of user interfaces of the second engagement template to the external customer whereby the external customer can provide input data, the second engagement template comprising an assessment matrix having a plurality of rows and columns, each row corresponding to a respective one information technology service attribute selected from the group of policies and procedures, team work, consistency of delivery, defect handling, and use of results, and each column corresponding to a respective one level of maturity of the information technology service attribute selected from the group of ad hoc, repeatable, consistent, exceptional, world class;

providing metrics of the external customer's satisfaction of each information technology service attribute determined by the external customer's input data pertaining to each information technology service attribute in response to the first engagement template; and

providing metrics of a degree to which the external customer and the information technology organization have a common understanding of the a scope and the objectives of the information technology services;

identifying any disparity between expectations of the information technology organization delivering the information technology services and expectations of the external customer using the services;

evaluating the customer's input data to the second engagement template; and

outputting a maturity metric of each information technology service attribute.

2. (Previously Presented). The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer using information technology services provided by an information technology organization of claim 1 wherein the service attribute to be measured by the first engagement template is the definition and understanding of the information technology service and the first engagement template presents one or more user interfaces to the external customer requesting input data on a plurality of focus comprising:

a definition of each information technology service provided by the information technology organization to the external customer;

Comment [U2]: What is the Identifier ?

whether levels of delivery of the information technology service to the external customer are defined and understood;

a scope of the information technology service delivered to the external customer;

a definition of the objectives of the information technology services delivered to the external customers; and

whether the usage of the information technology service by the external customer is defined and clear.

3. (Previously Presented) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer using information technology services provided by an information technology organization of claim 2, further comprising:

the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is the definition of the service, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

if the information technology service is defined in terms of its respective deliverables, inputs and key activities;

delivery requirements of the information technology service;

the external customer preferences of the information technology service;

restrictions on the information technology service; and

the first engagement template presents one or more user interfaces to obtain the external customer's input to obtain metrics on the service attribute of definition and understanding of the information technology service provided by the information technology to the external customer, the user interfaces requesting and providing for the external customer's input on whether:

- the information technology service is defined through a service agreement;

- the information technology service is defined thoroughly via service documentation; or

- the information technology service is a one page summary with little focus on ensuring understanding.

4. (Previously Presented) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer using information technology services provided by an information technology organization, as in claim 2, further comprising:

- the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is the levels of delivery, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

- is there a clear definition of the service levels;

- is there a common understanding of the service and service levels between the information technology organization and the external customer;

is there an analysis of and balance between a plurality of needs of the external customer and a delivery capability of information technology organization;

are all of one or more policies clear and understood by the external customer and the information technology organization; and

the first engagement template presents one or more user interfaces to obtain the external customer's input to obtain metrics on the focus area of whether the levels of delivery of the information technology service to the external customer are defined and understood, the user interfaces requesting and providing for the external customer's input on whether the external customer expects a problem to be resolved at all times but the information technology organization resolves a plurality of specific problems during regular working hours.

5. (Previously Presented) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer using information technology services provided by an information technology organization, of claim 2, further comprising:

the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is the scope of the information technology service, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

determining if inclusions and exclusions of the information technology services are clear, agreed to by the external customer and the information technology organization and any of a plurality of other parties, and if the inclusions and exclusions are documented; and

the first engagement templates presents a user interface to the external customer of the example pertaining to the focus area of whether the levels of delivery of the information technology service to the external customer are defined and understood, whether new installation of information technology services is accomplished by means other than move/add/change requests.

6. (Previously Presented) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer using information technology services provided by an information technology organization, of claim 1 wherein the second engagement template further presents a user interface having a current measured maturity of at least one service attribute and a desired maturity level of the at least one service attribute determined by the external customer's input data to the first engagement template and second engagement template.

7. (Currently Amended) A computerized method of assessing an external customer's perception of the information technology services provided by an information technology organization, the steps of the method comprising:



retrieving a first engagement template and a second engagement template from an engagement template database connected to a terminal application used by the external customer through a network;

the first engagement template providing a plurality of user interfaces to an external customer to obtain input data of maturity of an information technology service using a matrix format for a plurality of attributes of the information technology service, the attributes comprising definition and understanding of the information technology service, ~~the a~~ quality of the information technology service, ~~the a~~ marketing and communications of the information technology service, ~~the an~~ achievement of results of the information technology service,

the second engagement template presenting a plurality of user interfaces to an external customer to obtain input data of the customer's perception of maturity of each of the attributes of information technology services;

processing the customer's input data of the at least one attribute of information technology services to obtain a measured metric of maturity of the at least one attribute;

comparing the measured metric of maturity to different possible metrics of maturity of the information technology service attribute; and

outputting a report with recommendations for improving the delivery of the at least one attribute of information technology services to the external customer based on the step of comparing the measured metric of maturity with the possible metrics of maturity.

8. (Previously Presented) The method of assessing an external customer's perception of information technology services provided by an information technology organization including

the steps of Claim 7 wherein the second engagement template presents a plurality of user interfaces to obtain the external customer's input data regarding the plurality of information technology services, the user interfaces presenting at least one focus area along with descriptions, considerations and an example for each focus areas to obtain the external customer's input data and process the input data to obtain metrics of the current maturity of information technology services provided by the information technology organization.

9. (Currently Amended) The method of assessing a customer's perception of information technology services including the steps of Claim 7 wherein the first engagement template presents a user interface of detailed matrices in a workshop to obtain the external customer's input data and process the input data to obtain metrics of the current maturity of at least one service attribute and a desired level of maturity of the at least one service attribute and the step of outputting the report provides a user interface having a display comparing the metrics of the current maturity with the desired level of maturity for different aspects of information technology service delivery.

Claims 10-13 (Canceled)

14. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain

metrics of an information technology service comprising data processing applications for inventory control.

15. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service comprising data processing applications for invention control.

16. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service comprising data processing applications for financial reporting.

17. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service comprising data processing applications for payroll.

18. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service comprising data processing applications for computer aided design and manufacturing (CADAM).

19-20. (Canceled)

21. (Previously Presented) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer using information technology services provided by an information technology organization of claim 2, further comprising:

the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is the service objectives, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

if the objectives of the measured information technology services are specific, measurable, aggressive, realistic, and time-based; and

the first engagement templates presents one or more user interfaces having examples to assist the external customer to provide input for processing metrics on the focus area of the objectives of the information technology services delivered to the external customers, the examples comprising:

delivering a help desk service to service an external customers needs is a bad example of defining the objectives of the information technology services; and

responding to the external customer's move/add/change requests within one business day of receiving the request.

22. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer using information technology services provided by an information technology organization of claim 2, further comprising:

the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is usage of the information technology service by the external customer, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

if the information technology organization knows how and when the information technology service will be used by the external customer;

if the external customer knows how and when the information technology service is intended to be used; and

the first engagement template presents one or more user interfaces to obtain the external customer's input to process metrics on the focus area of the usage of the information technology services delivered to the external customer, the relative usage of a workstation and whether installation of a workstation would ~~not~~ be designed to support a large number of external customers.

23. (Previously Presented) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer using information technology services provided by an information technology organization of claim 1, wherein the second engagement template presents a user interface of a matrix comprising no more than twenty information technology service attributes to obtain the external customer's input data and process the input data to obtain metrics for a quick, general and/or a medium depth engagement model.

2. The following is an examiner's statement of reasons for allowance:

The cited art taken alone or in combination fails to teach the invention set forth in claims 1-9, 14-18 and 21-23. Specifically, the invention set forth in the claims is directed to a computerized method for evaluating the satisfaction and value of information technology services whereby the external customer is connected to an engagement model database, an engagement family database and an engagement template database. The first engagement template is presented to the user through an interface wherein the user provides input data on a series of specific information technology service attributes, each attribute having a focus area. A

second engagement template is presented having an assessment matrix wherein metrics of the external customer's satisfaction with each information technology attribute is determined and any disparity between the expectations of the information technology organization delivering the information and expectations of the external customers is identified. A maturity metric is output. The closest prior art, "Software Capability Evaluation (SCE), Version 2.0" teaches a software development methodology wherein users are asked evaluation questions as a way to determine the satisfaction with the software product. The SCE reference fails to teach evaluating the satisfaction and value of information technology services whereby the external customer is connected to an engagement model database, an engagement family database and an engagement template database. Nor does the SCE reference teach the matrix as claimed by the instant invention and the specific attributes that are evaluated during the methodology.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to JOHNNA R. LOFTIS whose telephone number is (571)272-6736. The examiner can normally be reached on M-F 8am-4:30pm.

The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/jlv/  
5/21/08

/Romain Jeanty/  
Primary Examiner, Art Unit 3623